

Undercurrents



The Navy's MWR Newsletter



July / August 2004

www.mwr.navy.mil

Vol. 7.4

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Undercurrents is a publication of the Navy's Morale, Welfare & Recreation Division (PERS-65). Contents of *Undercurrents* are not necessarily the official view of or endorsed by the US Government, the Department of Defense or the Department of the Navy. Send any comments, questions, and submissions to:

PERS-658CN,
Internal Communications Coordinator
MWR Communications Group
MWR Division (PERS-65)
5720 Integrity Drive
Millington, TN 38055-6580
901-874-6593, DSN 882-6593
P658CN@persnet.navy.mil



Director

Capt. Kevin McNamara
PERS-65
P65@persnet.navy.mil

From the Director:

ARMED FORCES ENTERTAINMENT...(AFE) and MWR

are working to bring the National Comedy Theatre to military bases throughout the Mediterranean. A five-man team specializing in improvisational comedy will be featured. The tour dates are Sept. 13 Oct. 5.

Six Navy installations and two NATO bases will receive the show during the tour. Air Force, Army and Marine Corps locations are also included on the tour. The partnership between AFE and MWR continues to develop, which means lower overall costs and better shows for Sailors.

MWR MANAGERS' COURSE...The "new and improved" MWR Managers' Course will roll out with the pilot course Aug. 16-20, in Millington, Tenn.

Major changes to the MWR Managers' Desk Reference, the foundation of the training, include the addition of a duty on food and beverage operations, SAP/AIMS processes affecting budgeting, budget monitoring and financial analysis, and numerous updates due to policy changes and practices in MWR management.

The course itself will be considerably different in that it will be far more group-paced and course manager-led than the self-paced approach of the current training. This new design will give students greater exposure to the desk reference and much more colleague interaction in role-playing, problem-solving scenarios and small group discussions.

Course managers in the new course will be trained in classes offered between August and early December. After Jan. 1, each of the course managers will then be able to schedule and deliver training at their base, within their region, or by request at other installations. Check the MWR training schedule at LearnMWR.persnet.navy.mil for the schedule of courses near you. For more information about the new MWR Managers' Course, contact the MWR Training Branch.

THE 2004 COMMUNICATIONS WORKSHOP...is scheduled for Oct. 26-29. Priority placement will be given those field communicators who have not attended any of the recent marketing or communications workshops held in Millington, Tenn., and seating will be limited.

The workshop is designed for Navy MWR field communicators, marketing directors, MWR public affairs officers, or anyone who provides communications, marketing, public affairs, advertising, or promotional support to Navy MWR programs. The formal announcement will be released shortly.



MISSION ESSENTIAL BRANCH

Kelly Powell
Head, PERS-651,
901-874-6631, DSN 882-6631,
P651@persnet.navy.mil

THE NAVY IRONMAN TEAM HAS BEEN SELECTED

LT Andrew Baldwin, ENS Bill Uffmann, LCDR Dan Frost and LT Tracie Andrusiak will represent the Navy in the 2004 Ironman World Championships in Kona, Hawaii, in October.

FACILITIES & ACQUISITIONS BRANCH

Dave Ranson
Head, PERS-656,
901-874-6674, DSN 882-6674,
P656@persnet.navy.mil

NAF PROJECT SUBMISSIONS...

should be in development now for FY07 consideration. Although the FY05 and FY06 programs are going to be smaller while we're dealing with all the significant budget issues, we should be thinking now about projects that are needed to serve our Sailors and their families. The INVS package has been rewritten to account for the regionalization that took place with the stand-up of CNL.

POC: Craig Chapman,
PERS-656D,
901-874-6673, DSN 882-6673,
P656D@persnet.navy.mil

A PHYSICAL READINESS CONFERENCE... was held July 8-9 at NSA Mid-South, Millington, Tenn. Twenty-eight participants, representing various claimants and including several fleet and force master chiefs, attended the conference. The main topic included developing a policy for administrative separations for Sailors with multiple physical fitness assessment (PFA) failures. The group's discussions produced three options pertaining to administrative actions, which will be forwarded through the chain-of-command. Additionally, the group discussed the consequences of PFA failures relating to advancement testing, frocking, PCS transfers and reenlistment. Other topics were command fitness leader (CFL) training, PRIMIS reporting, PARF-Q requirements, Fitness Enhancement Program (FEP) and awards/incentives for superior PFA participation.

SINGLE SAILOR... PERS-65 has purchased and shipped 117 computers to Single Sailor programs. This was the second of two major computer purchases in FY04 for Single Sailor programs. Sailors typically use the computers to send e-mails, access the Internet and play recreational games in Single Sailor Centers.

CONGRATULATIONS... Terri Thorne, Single Sailor Program analyst, has accepted an afloat recreation specialist position on USS Frank Cable (AS40) in Guam.



PROJECT VALIDATION ASSESSMENTS... are currently underway or scheduled for the capital initiatives listed below. Projects that successfully pass the PVA review will be included in the executable pool for potential FY06 execution.

NSA Norfolk	golf clubhouse expansion
NAS Oceana (Dam Neck)	RV park expansion/renovation
New Sanno Hotel	Embarcadero Lounge renovation
CFA Okinawa	consolidated club
NAF Atsugi	replace golf clubhouse

The following projects remain in the executable pool for possible programming.

NCBC Gulfport	youth center addition
NSA Mid-South	golf clubhouse
NAS Kingsville	bowling center renovation
NSA Mid-South	horse barn
NAS Corpus Christi	All Hands club

The following projects require additional planning actions, National Environmental Policy Act (NEPA) documentation, etc., to move into the programming pool.

NAB Coronado	North Island beach cottages
NPGS Monterey	golf irrigation/upgrade



TRAINING BRANCH

Dave Hobson
Acting, Head, PERS-654,
901-874-6719, DSN 882-6719,
P654C@persnet.navy.mil

CHANGES TO CONTROLLING ALCOHOL RISK EFFECTIVELY TRAINING (CARE)

For many years "CARE" training has been our "responsible use of alcohol" training program for MWR alcohol servers. In FY05, we anticipate changing to an online, e-learning training program that alcohol servers can complete locally through our Learning Management System (LMS), LearnMWR.

POC: Mike Miller,
PERS-655F5,
901-874-6652, DSN 882-6652,
P655F5@persnet.navy.mil
or Jim Astrauckas,
PERS-6541,
901-874-6717, DSN 882-6717,
P6541@persnet.navy.mil

SIX NEW AECR FACILITATORS

Navy Region Southwest recently hosted a Star Service: Achieving Extraordinary Customer Relations (AECR) Facilitator Certification at Naval Base Coronado. NPC's Star Service master facilitator conducted the certification course. Five facilitator candidates from the Southwest and one from Navy Region Hawaii were certified to conduct the two-day Star Service: AECR course at their own bases. Congratulations and thanks to Katrina Varnes, NAVBASE Ventura County; Edward Buckels, NAS Fallon; Patricia Chase, NAVBASE Coronado; Terri Dinubilo, COMNAVREG, HI; Jenna Wiebke, NAVBASE Point Loma; and Wanda Riggs, NAVBASE San Diego.

ONLINE REGISTRATION IS IN FULL SWING... Training participants must now register for all MWR courses via LearnMWR (learnmwr.persnet.navy.mil). Faxed applications are no longer necessary (except for the command fitness leader course).

Instructions for creating a login ID are located on the "New Users" screen. If you haven't logged in to LearnMWR before, start at "New Users." LearnMWR is accessible through Internet Explorer 4.0 and Netscape 4.0, or higher. Those using other browsers, such as America Online, may experience some difficulty; however, AOL users can still use AOL to connect to the Internet. With AOL running, you can open an IE or Netscape session to access the system.

Some training events require approval for enrollment and will display "zero seats" available. If you wish to be considered for enrollment, you can still click "Enroll" to add yourself to the standby list. Once your enrollment has been approved, you will be notified via e-mail. These events will include more instructional information in the course description and event details.

You may continue to request courses for your command/region by e-mailing Veronica Williams; however, participants will now register for requested courses online *prior* to the class begin date, if at all possible. More information and instructions will be provided when you request a course for your command/region. If you have any questions, please contact the Training Branch.

Phase two of the implementation includes hands-on training for the behind-the-scenes aspects relevant to field course managers, facilitators and coordinators, and begins in late summer/early fall.

COPING WITH CHAOS... The Navy's MWR Center of Excellence (CoE) story was shared at an annual government executive session entitled "Government Transition: Coping with Chaos." John Baker, CNI, introduced Dr. Sandy Keehner, head, Star Service Field Support Team, Linda Moran of AchieveGlobal, Inc., and Ronnie Miles, MWR director, NSA Mid-South.

Dr. Keehner presented the Navy MWR Star Service COE blueprint, implementation strategy and successes to 89 government executives. Ms. Moran facilitated the session to include table discussions prior to and after the presentation. Everyone appeared extremely engaged in the topic and the session received rave reviews from the government executives who attended.

CNOCM(SW) Jimmy Paulk from OPNAV attended the session and had very kind words to say about what MWR was doing. He planned to go back and share what he heard about the Star Service Center of Excellence with his command. Ronnie Miles received public recognition for the amazing job he has done turning NSA Mid-South around.

Navy VQ leadership heard the big Star Service picture and now have a better understanding about the importance of rolling out the training the "right" way. We had an opportunity to meet with the VQ leadership face-to-face and share some of our lessons learned to guide them in a direction that will ensure the integrity of Star Service: AECR training.

***“Center of Excellence,
Focus on the Customer:***

The Sasebo MWR Department is proud to be a part of the Navy’s “Center of Excellence” (COE) customer service process. Providing excellent customer service means demonstrating an attitude of being the best you can be. As an MWR employee, you may be called upon to participate in the COE process by serving on a team of Service Quality Callers (SQC) or a member of a Cycle of Service Improvement Team (COSIT), comprised of other MWR employees. The SQC process involves gathering feedback from MWR customers about their experience at one of our MWR facilities. The information you obtain from customers will help us to further enhance customer experiences with ‘positive surprises’ to build repeat business.

As a COSIT member, you will become involved in developing solutions to further enhance customer experiences. One hundred percent customer satisfaction should be the goal of every MWR employee. You will receive a great deal of training in this area, both formal and on-the-job.

The following information is intended to provide you with basic concepts and rules of customer service:

Make a personal commitment NOW to offer your customers an enjoyable experience and good value whether your customers are Sailors, Marines, family members, retirees, DoD/NAF civilians, members of other armed services or your own co-workers.

Always think and act positive. Avoid saying ‘no’ whenever possible by suggesting a substitute or making a compromise.”

SASEBO INTRODUCES COE & STAR SERVICE TO ALL NEW MWR EMPLOYEES...Below are two excerpts from the Sasebo MWR department’s new employee indoctrination booklet. What a great way for new employees to get started in the “extraordinary” direction!

“Welcome to the Sasebo Morale, Welfare & Recreation Department team. You are now part of a 300-member group of dedicated U.S. and Japanese national employees who are firmly committed to improving the quality of life of military personnel and their families who work and live in the Commander, Fleet Activities, Sasebo community.

We take great pride in providing outstanding recreation opportunities and exceptional food and beverage services for the men and women of the U.S. Navy, effectively contributing to operational readiness and retention.

The Sasebo MWR department is deeply committed to the new Navy-wide “Center Of Excellence” customer satisfaction process. By asking our customers for their feedback about our facilities and services, we can then take the necessary steps to offer the best service possible to our authorized patrons. Our on-going goal is to meet or exceed customer expectations at every level of service.

The key to our success relies on the personal commitment of every member of the MWR team to consistently provide the best products available with truly outstanding service delivered in appealing, safe and well-maintained facilities.

As a member of the Sasebo MWR team, you are expected to maintain a professional appearance and a positive, enthusiastic attitude at all times, promising only what you are fully capable of delivering, and always with a sincere and friendly smile.

You will receive on-going training, guidance and other tools to enable you to achieve and maintain the high standards of excellence that is expected of you. This handbook, the first step in your training process, contains general information that pertains to all MWR employees. Please study it thoroughly, then keep it handy for future reference.

Above all, always remember that we are here to serve our customers. While you are employed by the MWR department, you in fact work for our customers. The customer is the only reason for your position within the MWR department.

Once again, welcome aboard, and thank you for joining the MWR team.”

Scott Poluhowich, MWR Director

GOING TO ALA?..MWR professionals interested in attending the American Logistics Association (ALA) Expo, Aug. 25-26, in Denver may register online at www.mwrexpo.com. The registration fee is \$50. Online registration ends Aug. 6. After that, only on-site registration will be offered.

Hotel arrangements for Navy attendees have been made at the Adams Mark Hotel. Reservations can be made at 303-893-3333. To obtain the per diem rate of \$112/night, indicate you are attending the MWR Expo.

While there will not be a Navy meeting in conjunction with the ALA Expo, excellent professional development and trade show opportunities await. For more information about speakers, events and Expo hours, log on to the ALA MWR Expo Web site.

A representative of the Facilities and Acquisition Branch will be available at the Navy MWR booth to assist you with procurement-related questions. If you have Navy-specific questions, please contact the Training Branch.

NRPA CONGRESS AND EXPO...Registration is now open for the 2004 National Recreation and Park Association (NRPA) Congress and Expo, in Reno, Nevada, Oct. 12-15.

While there will not be a formal Navy Meeting in conjunction with the Congress, Navy attendees are invited to participate with the Army and Marine Corps in a half-day, Joint Services Recreation Programming Workshop on Monday, Oct. 11, from 1300-1700. The general theme of the workshop will be multi-generational programming, i.e., target programming for adults, GenX'ers, Baby Boomers, retirees, etc., and 0.4 Continuing Education Units (CEUs) will be awarded.

You may register via LearnMWR at learnmwr.persnet.navy.mil. Find the category "Navy Workshops" (or navy-wksp), then click "View Dates and Locations" and "Joint Services Recreation Programming Workshop" for more detailed information about the workshop.

The room block for all Armed Forces attendees is at the Silver Legacy Hotel in downtown Reno. Room rates are \$55/night, single or double occupancy. All reservations for rooms in the Armed Forces block must be made using the lodging reservation form. The deadline for lodging is Aug. 23.

Celebrate the accomplishments of 10 fellow Navy MWR colleagues as they receive awards at the Armed Forces Recreation Society (AFRS) Awards Breakfast at the Silver Legacy Hotel, on Tuesday, Oct. 12, at 0730.

The NRPA Expo, the 300-plus education sessions (most offering CEUs) and the Congress General Sessions will be held at the Reno Convention Center. To register for the 2004 NRPA Congress and Expo, the education sessions, and the AFRS Awards Breakfast, log on to www.nrpa.org. Register early and save! The deadline for early NRPA Congress/AFRS registration is Aug. 23.



NAVY MOTION PICTURE SERVICE

Ron Rossman
Head, PERS-650
901-874-6536, DSN 882-6536,
P650@persnet.navy.mil

MWR IS COMING TO THE BIG SCREEN... Navy 35mm movie theaters will soon be highlighting a 60-second MWR trailer before their feature presentations. The Navy MWR Communications Group has compiled a high-energy, pre-show trailer, featuring footage shot at Navy MWR facilities around the globe.

All Navy 35mm theaters will be receiving the trailer from NMPS. It's a great opportunity to take advantage of your movie audience's undivided attention and plug the excitement of MWR as the theater lights dim.

NMPS THEATER MANAGER TRAINING/WORKSHOP CANCELLED... While we will not be holding this formal training workshop at ShowEast in Orlando this October, NMPS stands ready to assist field theater operations with guidance and support as requested.

We will continue to provide helpful information on topics and products that may be of concern to theater managers and hope that you will take advantage of our resources. If you have any questions or concerns about your operating practices or if you would like assistance in any area of your theater program operation, please contact NMPS.

Just a reminder - while the NMPS Theater Manager Training/Workshop is cancelled, ShowEast will still be held Oct. 25-28 at the Orlando World Center Marriott. ShowEast will feature movie industry educational symposiums, feature screenings, sponsored events and a trade show.

AM I ALLOWED TO DO THAT?.. From time to time, we hear things from our customers about movie programs in the field that are scarier than any "Nightmare On Elm Street." Some examples include: unauthorized use of movie products, such as DVDs; use of NMPS movies in private quarters; and non-compliance with attendance tracking and reporting.

These are all breaches of program protocol. While we are here to provide you with the best entertainment movie program, we cannot do so without the cooperation of our field program managers and the support of the entire chain of command.

We all have a responsibility to comply with program requirements and guidelines because they enable NMPS to maintain compliance with the terms of our contracts with the film companies. Failure to do so may lead not only to local program problems, but may also jeopardize the Navy's ability to purchase and distribute movies to all customers worldwide.

You can review the recently revised Navy Entertainment Motion Picture Program instruction, BUPERSINST 1710.15, at www.mwr.navy.mil/mwrprgms/nmps1.htm.

And, if you have any questions about the movie program make sure you come to the only source for an answer – NMPS.



FINANCIAL MANAGEMENT BRANCH

Daryl Davis
Head, PERS-652,
901-874-6591, DSN 882-6591,
P652E@persnet.navy.mil

PERSONNEL BRANCH

Tim Cepak
Acting, Head, PERS-653,
901-874-6715, DSN 882-6715,
P653C1@persnet.navy.mil

POLICY & MANAGEMENT ASSISTANCE BRANCH

Ruel Odom, Acting
Head, PERS-658,
901-874-6635, DSN 882-6635,
P658C@persnet.navy.mil

ENTERING "PO BOX" INFO IN SAP...In order to provide an accurate search result when using the PO BOX field, the format must always be consistent. All PO BOX addresses should be entered without punctuation or spaces between the "P" and "O." For example, "PO BOX 9999."

RECORDING OF FUNDS...When a customer receive a refund from your activity, charge the refund amount against the sales account that was originally used to record the income. If you have a POS system, ring these items up as returns, which should automatically reduce your sales for the day.

MWR BUCKS PROGRAM DISCONTINUED...starting Oct. 1. Please continue to honor the MWR Bucks in your programs and send in your reimbursement requests to PERS-652. Forms and guidance are available at www.mwr.navy.mil, Finance, NAF Financial Analysis, MWR Bucks Reimbursement Form.



NEW 401K OPTIONS...The 401K plan recently started offering additional fund choices that are intended to enhance individual participant allocations. The plan now offers three additional funds (Large Cap Value fund, Small Cap Value fund, and International fund) that include asset classes that were partly covered or not covered at all in our previous fund offerings.

Both the large and small cap value funds seek to add value by investing in companies that are currently out-of-favor and sell for substantial discounts to their true value. Both of these equity funds are considered to have more "conservative" investments relative to the stock funds previously offered in the plan. The international fund will allow participants who are seeking to diversify their holdings away from the U.S. market to invest in overseas companies. The previous global fund offering invests in foreign as well as U.S. companies, and has a significant percentage of fund assets invested in the U.S. market.



PRIZES AND COMMERCIAL SPONSORSHIP...We have been asked if it is ever permissible to use commercial sponsorship to obtain goods or services for prizes for MWR employees. Section 1004 of the "Practical Policy and Program Guidebook for Navy MWR Commercial Sponsorship and Partnership Opportunities" provides that any funds, products, services or items resulting from commercial sponsorship may be used only within the MWR program.

MWR activities may accept promotional items from suppliers for use in MWR recreational programs or events that are open to all authorized patrons. When used as prizes, MWR employees and their immediate family members are not eligible to win any of these items. Items obtained through a commercial sponsorship agreement are to be used solely for the benefit of the Sailors and their families. Commercial sponsorship items are not to be used to award MWR employees for their work nor are they to be used to augment any budget that a command has for on the spot or performance awards.



BUSINESS ACTIVITIES BRANCH

Jim Swilley
Head, PERS-655,
901-874-6645, DSN 882-6645,
P655@persnet.navy.mil

AMERICAN HEROES BOWLING LEAGUE

A new ball league, featuring Viz-A-Ballâ bowling balls, celebrates America and the armed forces. The American Heroes Bowling League was specifically created to give bowlers an opportunity to have fun, show their American pride and be part of a national effort by the bowling industry to contribute to the industry's own patriotic charity, the Bowlers to Veterans Link.

For more information, promotion kits, merchandise and order forms, contact John Giordano at Leading Edge Promotions, 888-246-2695, ext. 161; jgiordano@leadingedgepromo.com, www.leadingedgepromo.com.

POC: Dave Mitchell
PERS-655C2,
901-874-6651, DSN 882-6651,
P655C2@persnet.navy.mil

BINGO PROGRAM MANAGERS

Preparations are underway to hold the 3rd Joint Armed Forces Bingo Workshop, in conjunction with IMCEA's "Spirit of Excellence V" Catering & Bingo Conference, in Las Vegas, March 2-4.

Bingo managers: please budget and restrict funds for this workshop. For more information, contact Sari Schneider at IMCEA, 254-554-6619, saris-schneider@imcea.com.

BOWLING MANAGERS...For those bowling center managers and head mechanics who did not have the opportunity to attend Bowl Expo 2004 in Las Vegas, June 27-July 2, there are two other bowling conferences scheduled in October.

The Western States Super Trade Show will be held at the Silver Legacy Resort and City Center Pavilion in Reno, Nev., Oct. 10-13. For more information, contact Sandi Thompson, 925-485-1855, sandit@wssts.com, www.wssts.com.

The East Coast Bowling Centers Convention will be held at Bally's Park Hotel in Atlantic City, N.J., Oct. 25-27. For more information, contact CeCe Peabody, 973-812-6536, webmaster@eastcoastbowl.com, www.eastcoastbowl.com.

Armed Forces Bowling Conference and International Bowl Expo 2005 will be held at the Rosen Centre Hotel and Orange County Convention Center in Orlando, June 26-July 1. More information will be available after the pre-planning meeting and Advisory Board meeting, scheduled for September.

Each year we request lineage data from the field and have found that some bowling centers have not kept track of daily lineage (open bowling, leagues, tournaments, free, walk-outs, mechanical failure testing, etc.). It is imperative that bowling center managers maintain lineage data on a daily basis either from the back-office systems, internal control counter system and/or spreadsheet. This information helps MWR track Navy-wide trends and provides data points to compare Navy MWR's performance with other services and with the private sector. The FY04 data call will begin after Oct. 18.

ABC/WIBC LANE CERTIFICATION...August is normally the time of year that most Navy bowling centers have their lanes and equipment inspected to provide bowlers with the assurance that lanes and equipment are consistent and meet uniform specification. If you are having problems with your lane certification, please contact Dave Mitchell.

ARMED FORCES BOWLING CHAMPIONSHIPS...The Armed Forces Bowling Championships will be held at the Don Carter All-Star Lanes West in Dallas, Jan. 9-14, in conjunction with the Team USA Nationals Bowling Championships. The All-Navy team will be comprised of six female and six male bowlers. Female bowlers should have a consistent 175+ tournament average and male bowlers should have a 205+ tournament average. Please have your top bowlers pick up a Navy Sports application at your sports office or download it from www.mwr.navy.mil, click on Mission Essential, then Navy Sports, then Navy Sports application. Submit the applications to p651e@persnet.navy.mil.

ARMED FORCES BOWLING CLASSIC TOURNAMENT...Active duty, retired, reservists, and DoD civilians can participate in the 2005 Armed Forces Bowling Classic which will be held at Orleans and Gold Coast Bowling Centers in Las Vegas, Jan. 23-27. For more information, contact John Childers, 303-875-4501, johnchilders@comcast.net, www.high-roller.com.

BOWLING CENTER MANAGERS AND MECHANICS...The 2004 Brunswick GS-Series Pinsetter Maintenance Schools coincide with Framework Scorer Maintenance Schools, Brunswick A-2 Pinsetter Training School, and the AMF 82070 and 90XL Pinspotter Training School, and will be held on the following class dates and locations:

<u>CLASS DATES</u>	<u>BRUNSWICK HOSTING CENTER</u>	<u>CITY/ STATE</u>	<u>PHONE/ E-MAIL</u>
Aug. 10-20	Training Center	Muskegon, Mich.	800-323-8141
Oct. 5-15	(FAX) 231-725-4655	schools@brunbowl.com	

<u>CLASS DATES</u>	<u>AMF HOSTING CENTER</u>	<u>CITY/ STATE</u>	<u>PHONE/ E-MAIL</u>
Aug. 9-20	Clearwater Lanes	Clearwater, Fla.	727-461-2511
82-70			
Sep. 13-24	Hiester Lanes	Reading, Pa.	610-929-3673
82-70			
Oct. 4-15	Sheridan Lanes	Tulsa, Okla.	918-627-2728
82-70			
Nov. 8-19	Hanover Lanes	Mechanicsville, Va.	804-559-2600
82-90XL			

POC: John Isbell,
804-240-4982, 281-491-9523,
(FAX) 281-491-6395,
jisbell@amf.com

DOD AND NATIONAL ENDOWMENT OF THE ARTS (NEA)...are working with the services to roll out two new initiatives to provide literary programming for military personnel and their families.

For the Navy, Operation Homecoming will bring well-known authors to visit Norfolk, Va., and San Diego. Current visits scheduled include a two-day series of workshops in Norfolk by authors Tom Clancy and Marilyn Nelson. Mark Bowden (*Black Hawk Down*) and Judith Ortiz Cofer are scheduled to make a similar appearance in San Diego. The seminars will take place in September.

The second initiative involves bringing a professional production company to perform Shakespeare plays at military installations. WPNSTA Charleston, NSA Mid-South and SUBASE Kings Bay will host performances of *MacBeth* during September and October.

MWR LIVE ENTERTAINMENT MATCHING GRANT PROGRAM...in its fourth year, matches half of the costs for entertainment up to \$2,500 per event. It was created to increase the number of live entertainment events and to improve the quality of "club type" entertainment.

Last year, the scope of the program was expanded to include non-club MWR venues, e.g., single Sailor and recreation centers. This year, we will expand the grant program again to cover non-live entertainment (e.g., pay-per-view or DJs for remote and isolated activities only).

The grants are intended to help you provide entertainment that you would not normally be able to provide. However, these grants should generally still be used to provide entertainment that appeals to single Sailors.

NEW RV PARK OPENING...NSB King's Bay MWR will open the Eagle Hammock RV Park on Aug. 15. The 50-site RV Park is located in a wooded area, on the 220-acre Lake D.

Site amenities include 20' x 40' pads, picnic tables, fire rings, full hook-ups of water, 30 & 50-amp electric and sewer. The park also features a community building with bathhouse, free laundry facilities, meeting area, kitchen and Internet access. Campers will enjoy many local attractions, including fishing, gear rental, jogging paths, fitness center, bowling, golf, swimming and many areas of natural and historic appeal.

The RV Park is only a short 6-mile drive from Interstate 95 and 35 miles north of Jacksonville, Fla. Reservations can be made at 912-573-4125 and are accepted 180 days in advance for active duty military and reservists, 160 days in advance for military retirees and 60 days in advance for DoD civilians.

**TWO NOBLE ROMANS
AND A HOT STUFF GRILL...**

have been added to the growing list of branded concept locations open in MWR facilities. On May 31, Naval Support Activity Naples, Italy opened their fourth Noble Roman's pizza concept at the Carney Park Recreation Complex. Naples' other Noble Roman's pizza concepts are located at Capo Landing, housing and the self-serve Café-to-Go in the golf course.

Naval Support Activity Gaeta, Italy opened a Noble Roman's pizza concept in their Community Center as an addition to their snack bar offerings. This site opened June 16. The addition of these two concepts brings our total number of Noble Roman's in MWR facilities to 18.

The Hawaii Region opened a Hot Stuff Grill in the Barbers Point Bowling Center on June 16. This is the third Hot Stuff Grill in the Region and brings Navy MWR's total to nine for the Hot Stuff brand.

BEFORE LIGHTNING STRIKES...Did you know that a person has a better chance of getting struck by lightning than winning the lottery?

It's estimated that half of all lightning deaths take place on golf courses. Does your golf operation have a plan and procedure to protect golfers before lightning strikes?

Early lightning detection systems are the best protection for golfers. These systems detect cloud-to-cloud lightning as far as 10 miles away, which is the precursor to deadly cloud-to-ground lightning.

Even without an early warning detection system, measures can be taken to protect your golfers. Online weather radar or the station weather office (if available) can provide necessary warning. The simple use of an air horn notifying golfers to evacuate the golf course or take shelter is a simple way of keeping golfers safe.

However, in order for this to work, your patrons have to be able to hear the horn and know what to do ahead of time.

- ◆ If you can hear thunder, lightning is close enough to strike your location.
- ◆ Lightning can travel up to 10 miles.
- ◆ Post warnings and informational signs, such as the ones available from the USGA.
- ◆ Establish course evacuation plans and procedures, and make sure patrons are aware of them.
- ◆ Monitor weather via Internet or weather channel.
- ◆ Provide on-course shelters and note locations on scorecards.

Golf course managers should review lightning/bad weather procedures. It's best to have a plan in place, so patrons will know what to do in case of severe weather.

HOW IS YOUR INVENTORY...The life cycle of golf equipment is getting shorter and shorter every year! New products enter the market, replacing existing products in as little as six months. This can be extremely frustrating for golf course managers with old inventory on hand.

Given this reality, it's better to be "lean" with your hard goods inventory. The use of demo clubs or a fitting system can cut inventory and support your patrons' needs on a "just-in-time basis." Golf companies are becoming quicker in filling special orders and customer specifications are generally provided at no extra cost.

Why carry a huge inventory and tie up all your cash when the golf manufacturer can do it for you?

NAVY GOLF WORLDWIDE...Year-to-date FY04 cash flow from operations is up \$1.5M from last year. This is a 100 percent increase from last year!

POC: Clay Murray,
PERS-655C4,
901-874-6649, DSN 882-6649,
P655C4@persnet.navy.mil



COMMUNITY SUPPORT BRANCH

Sharon Peterson
Head, PERS-659,
901-874-6700, DSN 882-6700,
sharon.peterson@navy.mil

POC: Gwen Boyd,
PERS-659C,
901-874-6702, DSN 882-6702,
gwen.boyd@navy.mil

POC: Kathleen Jennings,
PERS-659F,
901-874-6699, DSN 882-6699,
kathleen.jennings@navy.mil

THE 2004 NAVY CHESS TEAM...

participated in the Interservice Chess Championship, hosted by the Air Force in June. We congratulate them for representing the Navy and Navy MWR at this year's tournament.

This is the final year for the Navy Chess Program. We'd like to thank all involved and the dedication of the players to continue to promote chess throughout our Navy community.

NAVY CHILD DEVELOPMENT PROGRAM TRAINING...

Together Everyone Achieves More...ONE TEAM! is the theme for this year's training, which will be held Aug. 22-26, at the Shifting Sands Conference and Catering Center, NAS Oceana, Dam Neck Annex, Va. This important training is for child development administrators (CD regional administrators, CDC directors, CDH directors and monitors) responsible for administering child development programs.

The Child Development Program section will present this course along with other leading professionals. Dr. T. Brazelton, the renowned pediatrician, will introduce us to the Touchpoints Developmental Model and explain how to support parents and young children. Dr. Joshua Spears will provide his expertise on the emotional basis for learning in the early years.

Barbara Thompson from OSD, Office of Children and Youth, will discuss retention and recruitment practices and social and emotional needs of infants and toddlers. Susan Perry-Manning from NACCRRRA, the Nation's Network of ChildCare Resource and Referral (R&R), will assist us with the essentials of R&R. Jan Witte, OSD, Office of Children and Youth, will discuss policy updates.

The agenda will be available when finalized on the CDC page at www.mwr.navy.mil.

PPV HOUSING AND CDH... CNPC ltr 1700/PERS-65 of 7 Jan 04 provides guidance on who is responsible for CDH certification, whether in government-owned or privatized housing (PPV).

The act of privatizing housing would not lead to a change in certification requirements. Responsibility is dependent on the type of jurisdiction over the government property. In some regions, the jurisdiction varies by site, which may result in more than one approach to CDH certification. Close coordination with regional legal, sheltering and facilities management teams is encouraged to ensure jurisdiction accuracy. Commanding officers may enter into a limited partnership agreement between the landlord and the Navy to define the inclusion of CDH providers.

A sample partnership agreement is available online at www.mwr.navy.mil, on the Community Support Branch page, along with the policy letter.

FLEET WEEK NYC GETS A SPECIAL VISITOR... This year's Fleet Week in New York had some very special guests that performed for our service members. The week started out with a sneak preview of the new movie *The Day after Tomorrow*.

Later in the week, as part of a crew party on the USS Intrepid, the band Wicked Wisdom, fronted by television and movie star Jada Pinkett Smith, played for a crowded house. The Washington Redskins cheerleaders were also on stage to give our Sailors a great show. The evening was complete when actor/rapper Will Smith made a guest appearance on stage and closed out the night with the song *Summertime*. Other celebrity guests on hand included Brooke Shields, Jay-Z and Beyonce Knowles.

THE 2004 WORLDWIDE OUTDOOR RECREATION CONFERENCE...

...was a huge success despite current challenges. Thirty-five highly motivated and dedicated managers met at the Great Pond Outdoor Adventure facility in Maine for a week of tough general sessions and skills development clinics. The week concluded with the attendees participating in one of two required certifications, therefore sustaining their goal of meeting the standards and metrics requirements.

Sessions topics included the state of MWR, realignment, *Straight Talk*, direction of NOR, financials, CNI and regionalization, legal issues, hold harmless agreements, risk management, SCUBA, standards and metrics (including 2003 data call results), and Youth Outdoor Adventure programs.

Skills clinics, which focused on incorporating this program and implementation methods, included programs such as tides, currents & charts, knots, map & compass, GPS, National Outdoor Leadership School (NOLS) ration & menu planning, canoeing, kayaking, fishing (both fly and spin cast), mountain biking and rock climbing. Our certification workshops included Wilderness First Aid (WFA) and Leave No Trace (LNT) Trainer courses. We also had a group of eight who braved a storm and took on the task of developing a standard SOP format and producing sample SOP's on topics, such as Youth Outdoor Adventure Programs, LNT, paintball and rock climbing.

A GROUP OF 15 AUTO SKILLS MANAGERS... completed a three-day strategic working group meeting to discuss and strategize on topics such as the state of auto skills in MWR, financial environment, claims & liability, services vs. do-it-yourself, hold harmless agreements, plan of action checklist, revenue generation, cost savings, creating partnerships and positive marketing.

In today's challenging financial environment, we are striving for ways to preserve a valued program to our Sailors, molding and reshaping it to fit both the Sailors' needs and our budget. More detailed information regarding the meeting and its results on the auto skills meeting will be posted at www.mwr.navy.mil.

ITT AUTOMATES IN JACKSONVILLE... The ITT office in Jacksonville has been the first office to test the new BOCA printer, which will allow our ITT locations to print tickets negotiated into the system on demand.

Currently, the system, operated by the newly chosen RECTRAC point of sale system, has over 3,000 hotels and attractions it can print and each location can negotiate even more of their local attractions into the system. By significantly decreasing the cost of inventory, accounting, printing and tracking tickets, we anticipate this project will change the way we do business in our ITT locations.

We will be testing the system in Pearl Harbor soon and will follow with the interface to SAP. We anticipate rolling out the printers with the RECTRAC rollout later this year and into 2005. For more information, please contact Karen Fritz.

POC: Karen Fritz,
PERS-659B2,
901-874-6690, DSN 882-6690,
karen.fritz@navy.mil

